Appl. No. 09/241,335
Reply to Office Action of July 27, 2004

Amendment to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

Claim 1 (currently amended): An interactive voice response system, comprising:

a plurality of general-purpose blocks, each general-purpose block being coupled to at least one other general-purpose block, wherein each general-purpose block plays a prompt and is configurable to at least two configurations, one configuration sends to send a first signal without requiring input after playing the prompt and another configuration sends or send a second signal according to received input after playing the prompt; and

a plurality of transfer blocks, each transfer block being coupled to a general-purpose block to receive one of the first or second signals and is configurable to transfer a call to a specified telephone number.

Claim 2 (original): The system of claim 1, wherein each general-purpose block plays a prompt by accessing a sound file.

Claim 3 (original): The system of claim 2, wherein the sound file accessed by each general-purpose block can be configured.

Claim 4 (original): The system of claim 1, wherein if a general-purpose block is configured to send the second signal according to received input, the general-purpose block receives the input.

Claim 5 (original): The system of claim 4, wherein the general-purpose block receives the input by receiving dual tone multiple frequency (DTMF) input.

Claim 6 (original): The system of claim 5, wherein the DTMF input represents a key or a string of keys.

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Claim 7 (original): The system of claim 4, wherein the general-purpose block plays a no-input prompt if the general-purpose block does not receive the input within a predetermined amount of time.

Claim 8 (original): The system of claim 4, wherein the general-purpose block processes the received input by selecting the second signal according to the received input.

Claim 9 (original): The system of claim 4, wherein the general-purpose block determines if there was an error in the received input.

Claim 10 (original): The system of claim 9, wherein the general-purpose block sends an error prompt if there was an error in the received input.

Claim 11 (original): The system of claim 10, wherein the general-purpose block continues receiving the input after the error prompt is played.

Claim 12 (original): The system of claim 10, wherein the general-purpose block plays the prompt after the error prompt is played.

Claim 13 (canceled)

Claim 14 (original): The system of claim 1, wherein the second signal from a first general-purpose block is received by a second general-purpose block.

Claim 15 (currently amended): A method of generating an interactive voice response application, comprising:
    providing a plurality of general-purpose blocks, each general-purpose block being preconfigured to send signals to at least one other general-purpose block;
    selecting a general-purpose block;
    specifying a prompt that the selected general-purpose block will play;
    specifying one of two configurations, where in one configuration ~~whether~~ the selected general-purpose block will send a first signal without requiring input after playing the prompt and in another configuration the selected general-purpose block will ~~or~~ send a second signal according to received input after playing the prompt;

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providing a plurality of transfer blocks, each transfer block being coupled to a general-purpose block to receive one of the first or second signals to transfer a call to a telephone number;

selecting a transfer block; and

specifying the telephone number for the selected transfer block.

Claim 16 (original): The method of claim 15, wherein specifying a prompt that the selected general-purpose block will play includes specifying a sound file that stores the prompt.

Claim 17 (original): The method of claim 15, further comprising specifying the input that is to be received if it is specified that the second signal will be sent.

Claim 18 (original): The method of claim 17, wherein the received input is dual tone multiple frequency (DTMF) input.

Claim 19 (original): The method of claim 18, wherein the DTMF input represents a key or a string of keys.

Claim 20 (original): The method of claim 15, further comprising specifying a no-input prompt that the selected general-purpose block will play if no input is received within a predetermined amount of time.

Claim 21 (original): The method of claim 15, further comprising specifying an error prompt that the selected general-purpose block will play if there is an error in the received input.

Claim 22 (canceled)

Claim 23 (previously presented): The method of claim 15, further comprising specifying the telephone number.

Claim 24 (previously presented): A method of modifying an interactive voice response system at run-time, comprising:

executing the interactive voice response system, the system including a plurality of general-purpose blocks and a plurality of transfer blocks that are configurable to transfer a call to a specified telephone number;

modifying a configuration of a selected general-purpose block; and

updating the configuration of the selected general-purpose block at run-time.

Claim 25 (original): The method of claim 24, wherein modifying a configuration of a selected general-purpose block includes storing a configuration parameter in a database.

Claim 26 (original): The method of claim 25, wherein an object monitors the database and sends a signal to the selected general-purpose block that the configuration has changed.

executing the interactive voice response system, the system including a plurality of general-purpose blocks and a plurality of transfer blocks that are configurable to transfer a call to a specified telephone number;

modifying a configuration of a selected general-purpose block; and

updating the configuration of the selected general-purpose block at run-time.

Claim 25 (original): The method of claim 24, wherein modifying a configuration of a selected general-purpose block includes storing a configuration parameter in a database.

Claim 26 (original): The method of claim 25, wherein an object monitors the database and sends a signal to the selected general-purpose block that the configuration has changed.